

# 2013 COMBINED CHARITY CAMPAIGN

<http://ccc.baltimorecity.gov>

## *Frequently Asked Questions (FAQ's)*

### **1. When does the campaign start and end?**

The campaign starts September 13, 2013 and ends November 30, 2013.

### **2. Where do I go to pledge online?**

The website is <http://ccc.baltimorecity.gov>. You can donate online by electronic check, credit/debit card or payroll deduction. You may give using your Visa, Master Card, American Express or Discover Card.

### **3. I want to give online and forgot my username and/or password, where can I find that information?**

Your user name is your employee ID, minus any leading zeros, plus the last 4-digits of your Social Security Number (SSN). For example, if your employee ID is 00123 and the last 4-digits of your SSN are 6789 your username is 1236789. Your password is CCC plus your birth date, written as MM/DD/YY. For example, if you were born on September 14, 1977, your password would be CCC091477.

### **4. What is the deadline to pledge online?**

The deadline to complete your personalized pledge card or pledge online is November 30, 2013.

### **5. When will funds begin to be deducted from my paycheck?**

Payroll deductions begin the first full pay period in January 2014.

### **6. If I donate online, do I have to complete my personalized pledge card?**

No.

### **7. Can I change my payroll deductions? If so, how do I do so?**

Yes, you can. Submit a written request directly to your payroll administrator and inform them that you wish to change your deduction. Make sure you include your name, contact information and Employee ID in your request.

### **8. What if the charitable organization I donated to closes or loses its eligibility status?**

If your selected charitable organization loses its eligibility status before August 31, 2014 you will have the option of re-designating your remaining contribution(s) to another organization. After August 31, your remaining contribution(s) will be undesignated and distributed among the organizations in the campaign.

### **9. What is United Way of Central Maryland's role with the Combined Charity Campaign?**

United Way of Central Maryland serves as the operating agency that assists with management of the campaign by providing professional staff support with fund development, marketing and fiscal management of contributions. United Way of Central Maryland is an approved charity and is subject to the same eligibility requirements as all participating charitable organizations.